



# Saving time, improving care

## Creekwood Women's Care

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**Dr. George Saleh**  
Creekwood Women's Care  
Kansas City, Mo.

### Client at a Glance

**Location:** Kansas City, Mo.

**Cerner solutions:**  
*PowerWorks EMR,*  
*PowerWorks Specialty PM,*  
*RapidCall, RapidBill,*  
*RapidRemit*

**Physicians:** 1

**FTEs:** 3

**Annual patient encounters:** 4,500

Dr. George Saleh wanted an electronic medical record (EMR) for about a decade before taking the plunge in the summer of 2005.

Working at a local hospital, Dr. Saleh saw the benefits of Cerner solutions first hand. The EMR and practice management solutions could improve the efficiency of his practice, boost patient satisfaction and, most important, ensure that patients receive the safest and most appropriate care possible.

Dr. Saleh, of Creekwood Women's Care LLC, believes his practice is safer with Cerner solutions.

"Quality of care has improved due to the EMR," he said. "I am more acutely aware of what is going on with the patient and less likely to let things fall through the cracks."

While the transition to an EMR wasn't easy, it was well worth the effort, said Office Manager Chris Andrews.

"I would not go back to a paper-based environment," she said. "Looking into the near future, you will not be able to survive without ... EMR and practice management" solutions.

### Electronic records improve efficiency

Creekwood Women's Care uses Cerner's integrated *PowerWorks™ Specialty Practice Management (PM)* and *PowerWorks EMR* solutions.

When a patient comes into the office, Dr. Saleh's staff enters all of her demographic information—name, address, insurance—into the PM system. The solutions work together to update the patient's chart automatically. There's no need to input it again into the EMR—the data is always in synch.

Efficiency improvements extend to such everyday tasks as searching for and maintaining paper charts. Since implementation, Creekwood has not added new files to its nearly 4,700 existing paper charts. Because Creekwood no longer has to create, pull or file paper charts, Andrews



Dr. George Saleh

estimates the practice saves six hours a week and 300 hours a year in labor and more than \$800 a year in paper costs.

Because the office is not adding new files, it does not have to expand its file storage space. Without *PowerWorks*, Andrews estimates that Creekwood would need to add 600 additional square feet of storage at a cost of approximately \$12,000 per year.

Eliminating new paper files also means the clinic hasn't had to hire additional staff to handle its increased patient volume. In the short term, Andrews estimates that the EMR has helped Creekwood save the wages it would have paid to a part-time employee.

### Templates save time and improve coding

Procedural templates have improved Dr. Saleh's ability to document and code more accurately and efficiently. Specifically, he performs one to two colposcopy procedures daily. Before *PowerWorks*, each one required 15 to 20 minutes to document. Using procedural templates, Dr. Saleh now documents these procedures in less than two minutes, saving him more than 60 hours each year.

Dr. Saleh also reaps the benefits of real-time electronic coding.

## Key Benefits

- Saved more than \$6,400 in annual transcription costs
- Avoided annual file storage cost of \$12,000
- Reduced staff time for chart maintenance by 300 hours a year
- Cut annual paper chart by \$800
- Reduced time for claims payment to seven to 10 days from 30 to 60 days

"As I document the exams, coding is electronically selected in the EMR," Dr. Saleh said. "After the exam, our office manager, Chris, reviews the codes that I have selected and if needed, makes changes to the coding before sending it on to the patient's insurance company."

### An extra hour every day

Creekwood is more efficient with Cerner solutions.

Prior to implementation, the practice spent between \$400 and \$600 per month on transcription costs. Since implementation, those costs dropped to between \$40 and \$60 per month, saving Creekwood approximately \$6,480 annually.

Dr. Saleh also has more time for his family.

"I have on average an extra hour every day, which is an extra hour every day I have to spend with my family," Dr. Saleh said. "You cannot put a dollar value on this time."

### Faster claims, payment

Dr. Saleh and his staff needed a system that would improve claims processing. Before implementation, Creekwood waited days for authorization.

Now, with Cerner's solutions, Creekwood can interface directly with insurance companies and get immediate authorization.

Prior to implementation, Andrews sent claims one day a week. With Cerner's *RapidClaim™* solution, Andrews sends claims every day—from her home or the office.

The system allows her to send an unlimited number of claims electronically to thousands of payers. As a result, the practice receives payment in as little as one week versus six to eight weeks through regular mail.

Another Cerner solution, *RapidBill™*, allows

Creekwood to outsource the printing, sorting, folding, stuffing and mailing of patient statements. And *RapidRemit™* allows staff to post explanation of benefit information to patient accounts automatically.

## Patient safety

More than just saving time, Dr. Saleh contends that Cerner solutions have helped him improve the quality of care he offers his patients.

Templates ensure that he follows the correct process and asks the right questions of every patient. And Dr. Saleh has better access to patient charts in emergencies—he can access charts at any time from his office, at home or in the hospital.

The EMR and PM solutions also help Dr. Saleh keep better track of patients who need follow-up care. Dr. Saleh's staff uses the integrated solutions to send personalized reminder letters to patients who have had abnormal test results.

By using *Easy Scripts®* to prescribe medication, warning systems alert Dr. Saleh to possible drug-drug, drug-allergy interactions or other problems. In the event of a manufacturer recall, Dr. Saleh likes to be able to identify patients who take certain medications.

"My patients seem to like the EMR," Dr. Saleh said. "When they see the electronic notepad and docking stations, they always ask if I'm going high-tech. They see the difference, and their reaction has been nothing but positive."

## Partnership

Dr. Saleh and his staff encourage other practices to look at Cerner's integrated EMR and PM solutions. Dr. Saleh recommends his colleagues do their homework and really know the company with which they are working. They will need someone who will work with them and guide them along the way, a partner who understands their business and how to make their practice safer and more efficient.

Said Dr. Saleh: "I felt like the people at Cerner could be trusted."

For more information about PowerWorks solutions call us at 800.927.1024, visit [www.cerner.com/powerworks](http://www.cerner.com/powerworks).